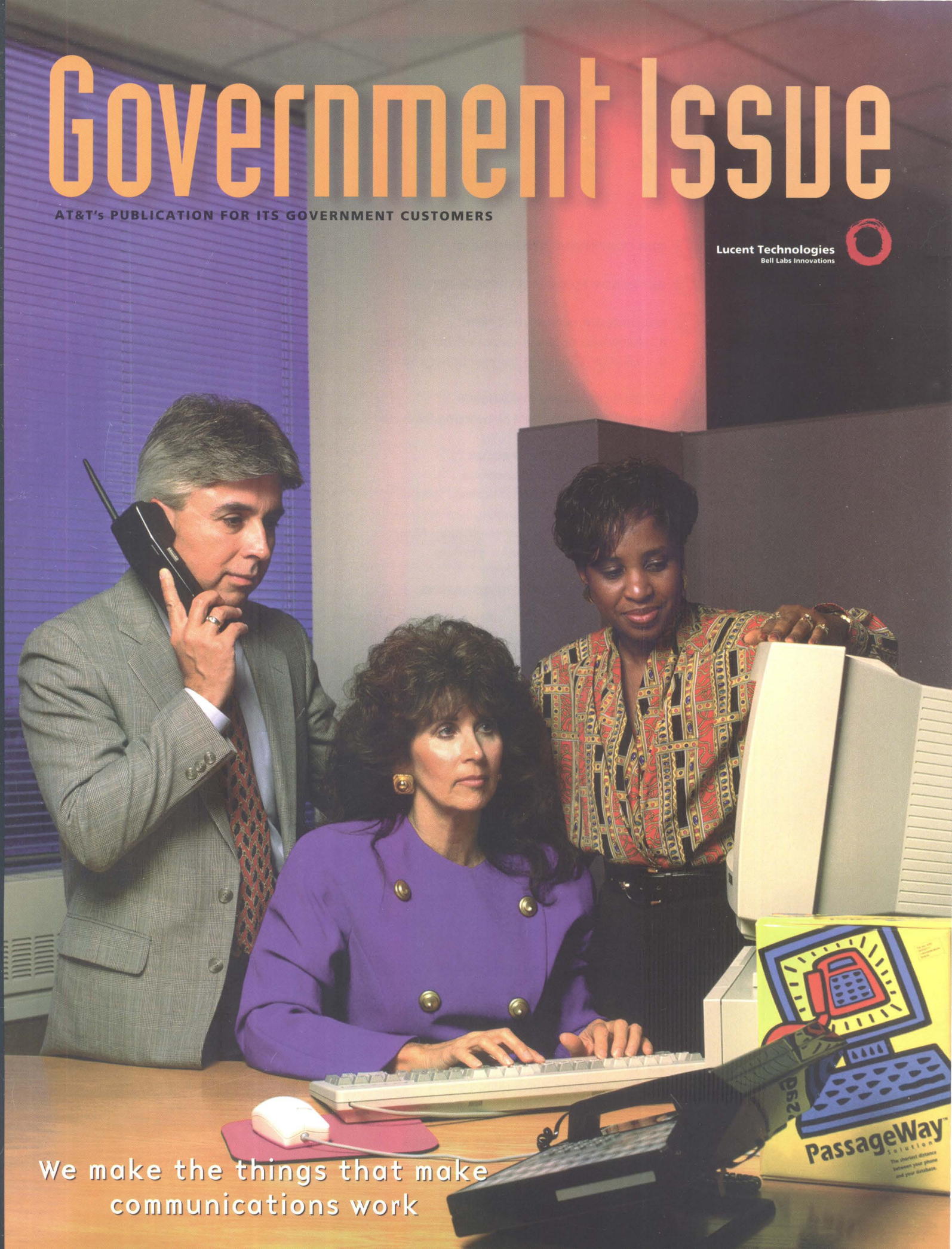
SPECIAL LUCENT TECHNOLOGIES EDITION

Government Issue

AT&T's PUBLICATION FOR ITS GOVERNMENT CUSTOMERS

Lucent Technologies
Bell Labs Innovations



We make the things that make communications work

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COVER PHOTO
STEVE BARRETT

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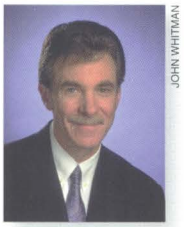
A LETTER

FROM MANAGING DIRECTOR MARK SWIDLER

To our valued government customers,



JOHN WHITMAN

As a result of AT&T's restructuring, those of us who have served you as AT&T Global Business Communications Systems (GBCS) are now part of a new company called Lucent Technologies. Within Lucent Technologies, our Federal Markets Group focuses on your special requirements.

Lucent Technologies
Bell Labs Innovations

With all the publicity surrounding this corporate realignment, you may be wondering how service to your agency will be affected. I want to assure you that throughout this transition, the only change you should notice is our new name. Otherwise, our commitment remains the same as in the past: to serve our government customers with superior, cost-effective systems, software and products—and to maintain the proficiency to support your communications needs throughout the transformation we are witnessing in the information technology industry.

When Lucent Technologies officially separates from AT&T later this year, we expect to be a Fortune 40 company, including the research and development capabilities of Bell Laboratories and about 131,000 seasoned communications professionals.

Going forward, all of our people have a common goal to develop and manufacture products allowing you to benefit from the enormously exciting multimedia technology that will forever change the way we all work.

Whether your agency is large or small, we will continue to provide the best in communications and networking systems and solutions. And we'll back up every offering with unsurpassed expertise, service and support.

We know you want to maximize the value of the communications dollars you spend today, so we'll also help you protect that investment as your agency migrates to multimedia technology.

In short, we will devote all of our energies to earning your continued confidence as Lucent Technologies debuts in the global marketplace. That's a promise.

Mark Swidler

Managing Director
Federal Markets Group

Get Read

FPG INTERNATIONAL

for a Multimedia Future!

LOOKING INTO THE FUTURE, IT'S EASY TO REALIZE we are at the beginning of a Multimedia Age, which is freeing people from limits on the *form* of the information they send and receive. ⁂ In the Multimedia Age, people will communicate in the media that best express their needs—voice, data, video, or any combination. They will send messages vaulting over time zones to people who can transform the contents to meet *their* needs. ⁂ Workers will use multimedia communications to access nearly unlimited information—whether this is a rare text in a distant library, a bar chart in a co-worker's PC or the advice of a colleague on a video call. ⁂ The information-gathering efficiencies and "like-being-there" quality of multimedia communications will significantly impact all of our basic institutions, including governments.

Enabling new work styles

Enabled by progress in microelectronics, communications and software, multimedia communication is already changing the ways we work.

Computer-telephone integration enables help desks to quickly match database information with a caller's phone number, improving customer service by providing a more immediate response to an inquiry.

Distance learning capabilities take classrooms into the workplace via video and audio links.

Videoconferencing brings teams of workers together across the miles to collaborate "face-to-face" as if they were in a meeting room together.

Wireless technology gives workers greater mobility, yet keeps them connected to the multifunctional capabilities of office communications.

This is only the beginning.

Migrating sensibly to multimedia

Lucent Technologies has a long-term strategy to continue to provide leading-edge products—as well as integrated offers under the name BusinessWorks™ Solutions—to help you move sensibly into this new multimedia world. We will:

- extend our expertise in real-time switching from voice communications to multimedia communications—providing full-featured call processing to all multimedia endpoints.
- continue to enhance our abilities to bridge existing networks through server-based solutions that integrate effectively into local area and wide area networks, including wireless networks.
- protect your investment by providing options to implement multimedia solutions that work with legacy networks.

We will do all this with the same levels of reliability in the data and multimedia environments that now exist in the voice environment.

Solutions that work for you

It is an exciting time to be an information architect, because we have the opportunity to provide tools to immeasurably improve productivity, efficiency and communications. But it is a complex task.

Your Lucent Technologies account representative can help you develop multimedia solutions based on your agency's special needs—solutions that work today and can migrate your agency to new multimedia environments when it makes sense to do so. ■

DYNAMIC VIDEO, VOICE AND DATA FROM THE DESKTOP—AS EASY TO USE AND SPONTANEOUS AS A PHONE CALL

MULTIMEDIA INFRASTRUCTURE

MultiMedia Communications eXchange Server

THE FIRST PRODUCT TO BRIDGE THE SEPARATE WORLDS OF private voice and data networks is Lucent Technologies' MultiMedia Communications eXchange (MMCX) Server. Now, for the first time, people can use all the familiar office telephone features—like conferencing or transferring calls to another extension—on multimedia calls involving voice, data, images and video.

KATHIE KOENIG

Lucent Technologies' Lew Bobbitt explains the MultiMedia Communications eXchange Server configuration at the ComNet '96 show in Washington.

"Customers want the investments they make today to evolve cost-effectively into a future environment," said Lucent Technologies' Doug Rau, technical specialist, Business Communications Systems—Federal Markets Group. The MMCX server works with existing networks and enables customers to add multimedia communications when and where it makes sense for them.

A LAN server-based system

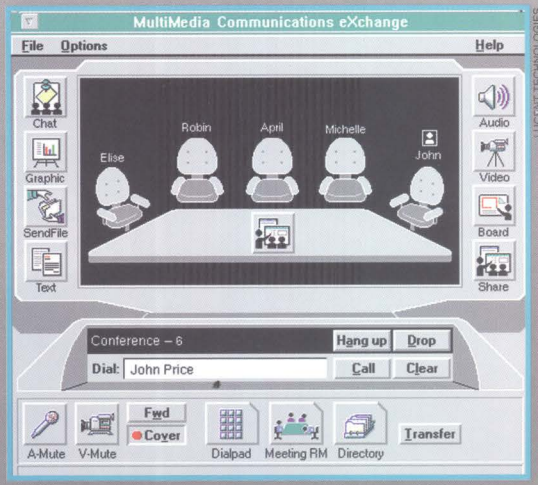
The MMCX is a client/server system that currently supports UNIX[1]-based workstations in switched local area networks (LANs) and will support Windows[2]-based PCs in its next release. The server is PBX- and network-independent and supports up to 100 user clients and 20 simultaneous conferences with as many as six participants.

Developed by Bell Laboratories in consultation with a customer advisory council, the MMCX server supports multimedia calling on switched Ethernet LANs and on emerging high-speed Asynchronous Transfer Mode (ATM) networks.

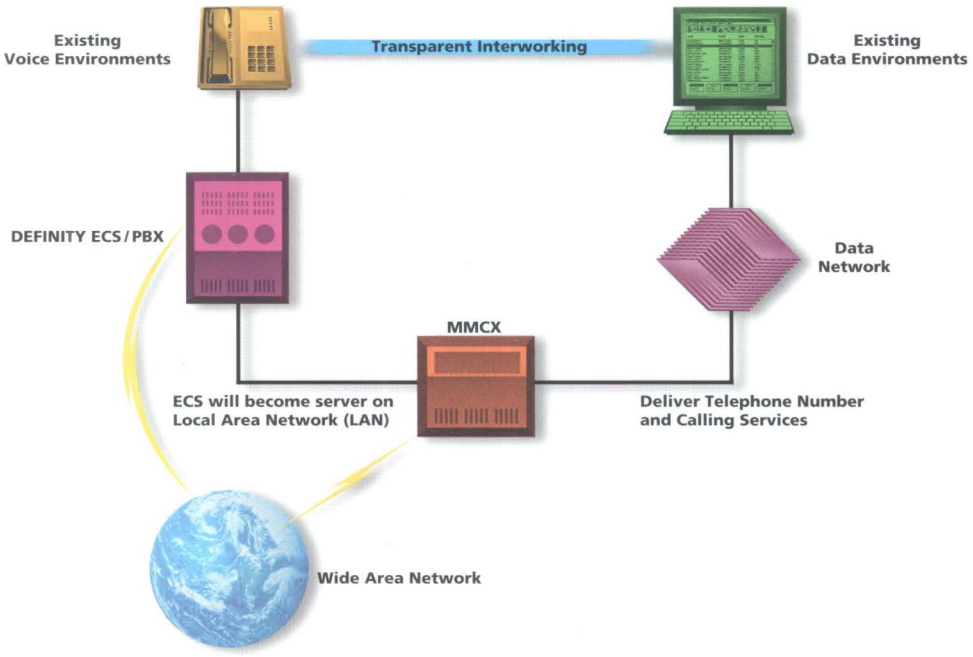
Users linked to the MMCX can make multimedia calls

THE MMCX INTERFACE

Collaborative work is easy with the MMCX Graphical User Interface, used to access and control multimedia calling features. It is a visual representation of participants in a meeting room and provides a natural way to add and drop services, collaboration tools and media. Select the white board, for example, and all multimedia participants see the white board on their screen and can draw on it together in real time.



LUCENT TECHNOLOGIES



ARTWORK BY MICHAEL GIBBS, BASED ON DIAGRAM BY LUCENT TECHNOLOGIES

to similarly equipped users on the LAN or the wide area network (WAN). They can also place calls to traditional voice telephones through a PBX or over the public switched network.

Interoperability breakthrough

"It's a breakthrough in interoperability between phones and multimedia terminals, enabling calls to be completed, transferred, forwarded or routed no matter what kind of terminal is calling another terminal," said Arun Netravali, vice president of research at Bell Laboratories.

Users can add or drop communications media and add or drop called parties. For instance, callers could decide spontaneously to add images or video to a voice and data call, or add a colleague on a cellular phone as a voice participant only.

Communications middleware

Perhaps the most significant technological breakthrough is the "communications middleware" at the core of the MMCX server. Communications middleware is system software layered between the applications software and the operating system and/or network transport software. This middleware resides at both the server and the endpoints of multimedia communication. It supports real-time, distributed multimedia communications that deliver services to users and applications.

In the near future, the MMCX server will be able to deliver enhanced functionality to multimedia end users via intelligent server-to-server links with the DEFINITY® Enterprise Communications Server (ECS). DEFINITY ECS and the MMCX server together will provide a flexible platform enabling agencies to implement multimedia networks as business needs emerge. ■

A multimedia scenario

Washington, 11 a.m.—**You're reviewing a budget presentation to your agency's finance chief, scheduled for 1 p.m. The phone rings, and it's Joe in St. Louis. He's just received data you might want to include in your presentation. You switch to video and add Joe's data to the call. It appears as a spreadsheet on computer screens in your respective offices. The two of you review it together and perform some calculations to verify the new expense projections.**

There are two unresolved questions about staffing estimates, so you conference in Susan on the call to get an immediate answer. She's telecommuting from home, so her calls are automatically routed there. Since she doesn't have a workstation at the house, the multimedia call automatically converts to a traditional telephone call. She answers the phone and your questions.

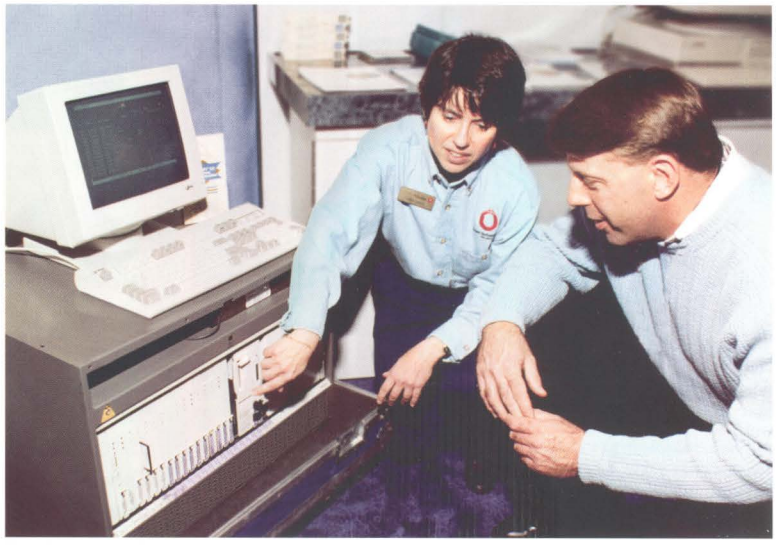
When Susan hangs up, Joe suggests replacing three charts in your presentation with new material. You pull up the appropriate application, then you and Joe design new graphs together. Precisely at noon, you print out the revised document. As you thank Joe for his help, you smile to yourself. Your department head will be pleased with your up-to-the-minute data—and you still have time for a sandwich before the big meeting. ■

[1] UNIX is a registered trademark licensed exclusively through X/OPEN Company Ltd.
[2] Windows is a trademark of Microsoft Corp.

DEFINITY Enterprise Communications Server

THE DEFINITY® ENTERPRISE COMmunications Server (ECS) is evidence of the continuing evolution of the DEFINITY architecture well beyond its traditional role of providing voice call features and voice mail.

"DEFINITY is more versatile than ever," said Lucent Technologies' Cinda O'Neill, sales specialist, Business Communications Systems—Federal Markets Group. "Today, it can provide 'hot' multimedia, data and voice applications customers want; yet it's designed to adapt and evolve easily to more advanced technologies and applications down the road."



KATHIE KOENIG

Lucent Technologies' Cinda O'Neill demonstrates the DEFINITY ECS to Chief Master Sgt. William Moore of the Air National Guard at the 1996 FOSE technology exhibition in Washington.

An enviable track record

The DEFINITY architecture has a long-standing, proven reputation for reliability (downtime is measured in seconds a year), flexibility (numerous routing options across public and private networks), security (the most advanced security features available), and cost efficiency (least-cost routing, administration and bill-back features are all inherent in the system).

Dynamic current applications

Today, the DEFINITY ECS enables call centers, videoconferencing, wireless phones and direct local area network (LAN) connectivity for computer-telephone integration (CTI) applications.

"We are the industry leader in call center applications," O'Neill said. The system offers a variety of powerful, cost-effective call center enhancements, including a new, patented algorithm that—when used in conjunction with Intuity™ CONVERSANT® voice response system—gives callers a more accurate estimate of the "expected wait time" for an agent.

The DEFINITY data communications architecture offers high-speed interfaces and multivendor interoperability. And the DEFINITY LAN Gateway, a direct connection between the system and an Ethernet LAN via the TCP/IP protocol, enables faster communication and tighter voice and data integration for CTI applications. It's expected to become a platform for systems and network management software and for Intuity™ multimedia messaging.

Strategic positioning for future capabilities

In the evolving multimedia environment, DEFINITY ECS will function as a feature server on the LAN and evolve to support real-time multimedia calling and messaging and Asynchronous Transfer Mode (ATM) technology.

Lucent Technologies' "seamless integration" strategy allows customers to take advantage of this potential cost-effectively by expanding their DEFINITY systems from the smallest to the largest configuration with minimal or no changes in basic hardware. Previously, they had to upgrade models to gain significant new capacity or functionality.

"Everything we're doing with DEFINITY ECS will protect our customers' investments by allowing the system to grow in size, functions and features no matter how much their business grows or their requirements change," O'Neill said. ■

INTERNETWORKING SOLUTIONS

One-stop shopping for voice and data networking equipment

I WANT ONE SUPPLIER FOR MY VOICE AND DATA NETworking equipment, expertise to help me understand how my agency can benefit from this new multimedia environment, and reliable support for all my networks.

We hear you. Through an alliance with Bay Networks Inc., a leading provider of data networking products, Lucent Technologies is meeting the growing demand for a single source of voice and data networking equipment, service and support. We will meet all your networking equipment needs, including:

- Consultative services to help you design and build *both* voice and data networks that can evolve to an integrated multimedia solution.
- Soup-to-nuts networking equipment—for voice and data alike—from the industry's leading providers.
- Comprehensive support—superior service for integrated networks.

Consultative Services

Before you know it, your daily routine will likely include a videoconference, where you sit across a multimedia "table" with colleagues located in another state or country. You'll see and talk with each other, share graphic material and computer documents, and collaborate face-to-face without ever stepping on an airplane.

"This is not science fiction any more," said Lucent Technologies' Ed Rainsberger, technical manager, Business Communications Systems—Federal Markets Group. "We're moving to this environment a lot faster than people ever imagined."

As the functions and features of voice communications merge with those of data communications, the challenge is to propel your agency forward intelligently and cost-effectively to take advantage of these productivity enhancements.

Lucent Technologies will help you design and build total communications networks tailored to your specific needs under these "merging" conditions.

Soup-to-nuts equipment

Bay Networks is a market leader in internetworking equipment, which connects two or more networks so they can share data and resources—like files, printers and disk drives—as if they were on a single network. The company was established in October 1994 by the merger of Synoptics Communications and Wellfleet Communications. Bay Networks offers an extensive line of data switches, hubs, routers and network management products. Lucent Technologies sells, services and supports the vast majority of Bay Networks' infrastructure products.

"Our proud heritage with AT&T needs little explanation, and agencies know our reliable track record for installing and servicing voice communications equipment," Rainsberger said. "Now, we are partnering with Bay Networks to offer a complement of integrated voice and data solutions. That means we can design a local area network (LAN) and a voice network together as one solution."

Lucent Technologies selected Bay Networks not only because of its product line, but also because of factors like its adherence to industry standards, its leading Optivity[1] network management system, and its vision for helping customers migrate to future multimedia applications.

Integrated support

With NetCare® Services, Lucent Technologies delivers superior service for integrated networks, including 24-hour support, remote diagnostics and an array of professional services.

KATHIE KOENIG

At the ComNet '96 technology exposition in Washington, Lucent Technologies' Cathy McBride demonstrates Bay Networks data equipment to Marine Corps Network Specialists Lance Cpl. Alan Plechaty (left) and Sgt. Michael Gizara.

You can choose from a variety of service plans for maintenance on internetworking products, ranging from basic help line support to comprehensive on-site service. On-site dispatch options will range from standard business-day response within 24 hours to premium response within four hours. Help desk coverage will range from business-hour coverage on week days to 24-hour coverage seven days a week, depending on the service plans customers select.

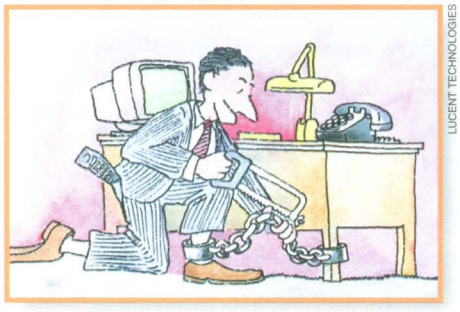
"Together, Lucent Technologies and Bay Networks will help you maximize your communications investment," Rainsberger said, "because we'll help you build flexible networks today that can evolve and expand to your advanced multimedia needs tomorrow." ■

[1]Optivity is a registered trademark of Bay Networks Inc.

Advanced Wireless Products

Freeworks Mobility Solutions help you cut the cord

THINK OF HOW MUCH MORE PRODUCTIVE YOU COULD BE if your office telephone fit in your pocket and traveled with you throughout the work day. You could stay in touch with colleagues and customers without being tied to your desk. You wouldn't have to leave "reach" numbers for every destination, because a single handset could take calls wherever you happen to be—in your own office building, in your car, or at a field site. You'd miss fewer calls and play less "telephone tag." ✱ With Lucent Technologies' FreeWorks™ Mobility Solutions of advanced wireless products, your liberation from hard-wired telephone sets is at hand. "Whether you need to travel within one building, throughout an office campus, or out of town, there's a FreeWorks solution to meet your needs," said Lucent Technologies' Patrick Everett, sales specialist, Business Communications Systems—Federal Markets Group. "And you won't be trading functions for freedom, either, because FreeWorks systems offer the same calling capabilities you receive on your traditional office phone—like conferencing, hold and call transfer." ✱ So if a telephone cord is like a ball and chain—tying you down when you need to be on the move—consider one of these four FreeWorks solutions for your agency:



LUCENT TECHNOLOGIES

THE STOCK MARKET

TransTalk 9000 Digital Wireless System

KATHIE KOENIG

THE TRANSTALK™ 9000 Digital Wireless System provides mobility inside an office building, offering multiline, single zone coverage up to 500,000 square feet. Single zone coverage means you have the ability to send and receive calls anywhere within range of the wireless transmitter for your zone.

The system operates at 900 Megahertz (MHz), providing digital technology along with spread-spectrum frequency hopping—meaning the phone continuously scans more than 150 channels, hopping between channels at a rate of 200 times per second to ensure a clear connection. During frequency hopping, noisy channels are detected and replaced, and the chance of eavesdropping is practically eliminated.

Release 2 of the TransTalk 9000 system supports up to 18 simultaneous multiline users per zone and offers full communications capabilities with a range of 400-700 feet in the average business environment.

Release 2 also offers two new handsets—the MDW 9010 and MDW 9300 Pocket Phone—which have a rapid-charging capability that increases talk time to more than four hours and recharges batteries in just 2½ hours.

The soon-to-be-available MDW 9300 Pocket Phone is a multibutton, pocket-size wireless phone with the capability to display a caller's name, allowing you to screen your calls while you're on the go.

The TransTalk 9000 Digital Wireless System is compatible with DEFINITY® ECS as well as with MERLIN®, PARTNER® and Systems 25, 75 and 85 communications systems. Check with your Lucent Technologies account representative for specific compatibility information. ■

DEFINITY Cellular Business System

CELLULAR TECHNOLOGY PROVIDES THE ULTIMATE mobility solution—a single phone that you use both in your office and on the road. The DEFINITY® Cellular Business System uses 800 MHz licensed cellular frequencies and supports up to 660 cellular users and 256 simultaneous conversations. In your office building, the system is integrated with the DEFINITY ECS, so you can access the same calling capabilities from your cellular handset as you can on a corded desk telephone. Outside your office building, you use that same cellular phone to place calls on the cellular public network.

"Nothing could be simpler than a single phone for all your business calls — no matter where you happen to be physically located," Everett said. "This will make life easier for government workers who are constantly on the go, conducting business both inside and outside their office building." ■

FORUM Personal Communications Manager

FOR INTERNATIONAL MARKETS, LUCENT TECHnologies offers the new FORUM™ Personal Communications Manager, a multizone wireless system with coverage of up to 4 million square meters. This is an 800 MHz system based on the international CT2 standard and is currently available in certain markets outside the United States. ■

Design the Perfect Wireless Workplace

FREEWORKS™ Mobility Solutions can be customized to your workplace through a new computer-aided design program called the WiSE (Wireless Systems Engineering) Expert Design System.

Developed and patented by Bell Laboratories, the WiSE system creates a model of your premises to pinpoint ideal locations for wireless transmitters. This helps ensure fast and effective setup—so your wireless system is configured for exactly what you need and works correctly from the start. ■

DEFINITY Wireless Business System

FOR MOBILITY THROUGHOUT A LARGE BUILDING OR office campus, consider the DEFINITY® Wireless Business System. This multizone wireless system operates in the Unlicensed Personal Communications Services (UPCS) spectrum at 1.9 Gigahertz (GHz), supporting up to 260 phones. In multizone systems, your handset can send and receive calls when you are within range of a variety of zone transmitters, greatly expanding the distance you can "travel" from your base.

The DEFINITY Wireless Business System runs as an integral part of the DEFINITY Enterprise Communications Server (ECS), not as an adjunct like many other wireless systems. This ensures the calling capabilities and business features of the DEFINITY ECS are available on your wireless handset.

With the DEFINITY Wireless Business System, your conversations are confidential, because your calls use digital and voice encryption technology. The two-line DEFINITY Pocket Phone 9601 features corded voice quality and a variety of capabilities—like a built-in display screen capable of showing an incoming caller's name, a battery that recharges in 1½ hours, and programmable speed dialing for up to 30 names and numbers. Your DEFINITY Pocket Phone 9601 can also be used at seven additional DEFINITY Wireless Business System locations—a convenience for employees who frequently visit the same remote agency locations. ■

COMPUTER-TELEPHONE INTEGRATION

PassageWay products

WITH PASSAGEWAY® EQUIPMENT AND APPROPRIATE SOFTWARE, your computer and telephone work together so closely they practically think for each other. ⁂ For example, if you frequently put incoming callers on hold while you access their account information, PassageWay products will help your PC recognize the source of incoming phone calls, then automatically bring customer information to the computer screen before you say "hello." ⁂ If you rifle through a phone directory or card file to find telephone numbers, PassageWay products and a directory application will let you throw away paper-based phone files. Instead, just call up the software on your PC screen and use a mouse to click on a name. That's all it takes to dial a number quickly and accurately.

If you have difficulty keeping track of all the appointments and callbacks on your weekly schedule, PassageWay and a personal information manager (PIM) application will help you better manage your calendar, itineraries and client messages.

Or, If you currently use a contact management application, PassageWay Telephony Services can "slide right under it" to provide computer-telephone integration. You can then point and click to dial, and have the contact "pop up" automatically as the phone rings.

"When you link the power of your computer with the capabilities of a telephone, you work more efficiently and provide better customer service," said Lucent Technologies' Cinda O'Neill, sales specialist, Business Communications Systems—Federal Markets Group.

PassageWay Direct Connection is software and hardware connecting a single telephone to a desktop PC. The hardware includes a cable connection between the phone and PC, along with an adapter, or pod, which sits on the desk.

Direct Connection is compatible with the DEFINITY® Enterprise Communications Server (ECS) and with the MERLIN LEGEND® and PARTNER® communications systems. It will be compliant with the Telephone Applications Programming Interface (TAPI) standard this year.

PassageWay Telephony Services is a software platform that links networks of telephones and computers together. It uses the standard Telephony Services Applications Programming Interface (TSAPI), jointly developed with Novell Inc. "Open standards are important because we want our customers to be able to use as many applications as possible to improve productivity and efficiency," O'Neill said.

Telephony Services is particularly cost-effective and versatile:

- It brings computer-telephone integration (CTI) to every desktop without the cost and administrative overhead of installing special hardware with every personal computer. The only physical connection is between a DEFINITY ECS and a Novell NetWare[1] server (or, later this year, a Microsoft Windows[2] NT server), which executes software programs on the computer network.
- It supports both TCP/IP and IPX/SPX protocols for communications between the server and the PBX.
- Besides working with Windows-based computers, PassageWay Telephony Services also works with IBM OS/2[3], UnixWare, Windows NT or Apple Macintosh[4] computers.

PassageWay Telephony Services is compatible with the DEFINITY ECS today and by early 1997 will be compatible with the MERLIN LEGEND system. ■

[1] NetWare is a registered trademark of Novell Inc.
[2] Windows is a trademark of Microsoft Corp.
[3] OS/2 is a registered trademark of IBM Corp.
[4] Macintosh is a registered trademark of Apple Computer Inc.

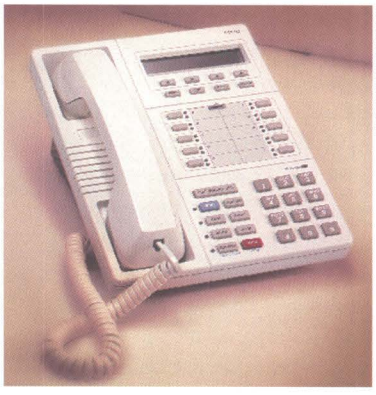
New Voice Terminals Incorporate PassageWay Hardware

THE NEW DEFINITY® 8411B AND 8411D voice terminals incorporate some of the hardware for PassageWay® Direct Connection, eliminating the need for a separate PassageWay pod on the desktop.

The phones also incorporate an extra telephone jack so you can plug in a laptop computer, fax machine, modem or other analog device and have ready access to the telephone line without "unplugging" the phone and plugging in another machine. This gives you a simple, economical way to access e-mail or send and receive a fax in the office.

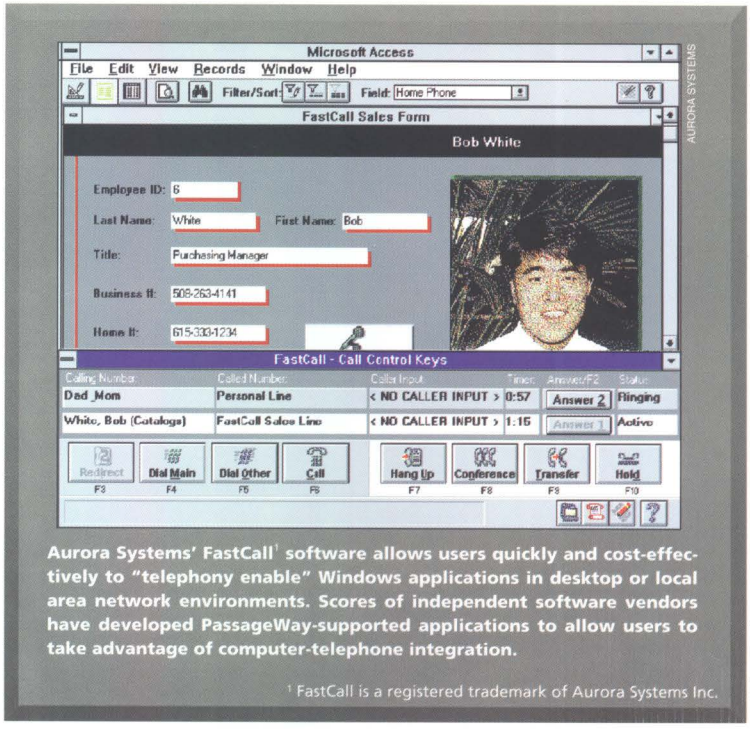
"These phones will make multimedia communications more convenient for our customers," said Lucent Technologies' Cinda O'Neill, sales specialist, Business Communications Systems—Federal Markets Group.

For a PassageWay application to work with the new sets, customers will still need a cable between the set and PC, plus appropriate software. ■



LUCENT TECHNOLOGIES

The new DEFINITY 8411D voice terminal incorporates some of the hardware for PassageWay® Direct Connection, eliminating the need for a separate PassageWay pod on the desktop.



Aurora Systems' FastCall[1] software allows users quickly and cost-effectively to "telephony enable" Windows applications in desktop or local area network environments. Scores of independent software vendors have developed PassageWay-supported applications to allow users to take advantage of computer-telephone integration.

[1] FastCall is a registered trademark of Aurora Systems Inc.

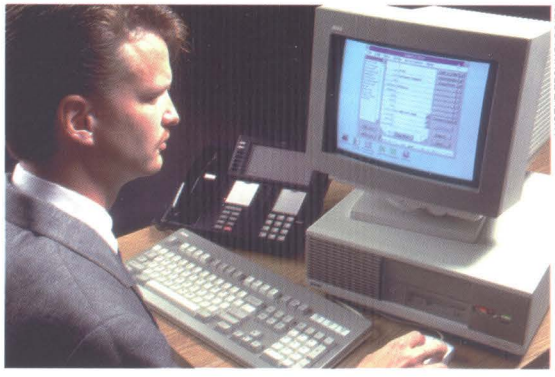
PassageWay at Work

LET'S SAY YOU RUN A HELP DESK for a large agency, where your employees handle inquiries about callers' accounts or records. Your goal is to improve service by reducing the time callers spend on "hold" waiting for a representative. But here's the catch: you can't add any new staff to lighten the load.

With economical PassageWay® products, though, you can simultaneously make inquiries less time-consuming for your customers and faster and easier for your employees.

By integrating your customer database with your telephone communications, PassageWay allows customer files to "pop up" on the computer screens of Help Desk employees before they answer a call. Having this information means they can greet the caller by name and immediately know the details of that account.

Calls are handled more quickly because Help Desk representatives don't have to spend time looking for information. And if they need to contact a colleague to answer a question, they just bring up a telephone directory list on the screen. Then, one click with a mouse automatically dials the appropriate number. ■



LUCENT TECHNOLOGIES

PassageWay products connect your telephone and PC, allowing you to control telephone features and process calls from your computer screen.

Multimedia Office Messaging

Manage your "mailboxes" with Intuity Messaging

PHOTODISC, INC.

ARE YOUR EMPLOYEES STILL RETRIEVING OFFICE MESSAGES BY MAKING separate trips to the fax machine, the telephone (for voice mail) and the computer (for e-mail)? ✱ You can introduce them to integrated, efficient message management with the Intuity™ family of products.

For example, they can use an Intuity system to access voice, fax and e-mail messages together from their telephone.

Or they can visually display voice, fax and e-mail messages together on a PC screen—then preview and respond to them.

"With Intuity messaging systems, you receive reliable products for your communications environment and take advantage of the best in integrated, multimedia communications," said Lucent Technologies' Arlene Anderson, sales specialist, Business Communications Systems—Federal Markets Group.

Intuity AUDIX Voice Messaging System

As the cornerstone of messaging capabilities, Intuity™ AUDIX® can answer calls with your personalized greeting and allow callers to leave you a detailed message. This means fewer missed contacts and less "telephone tag." You can create, send and forward messages, too.

Intuity AUDIX can support any size organization, from the smallest agency to one with 500,000 mailboxes in as many as 500 locations. There's a long list of additional features that help you work more productively to improve customer service while reducing communications costs.

Intuity AUDIX networking

You can choose either analog, digital or TCP/IP networking for your Intuity AUDIX system. It will support virtually any network arrangement, with digital networking for high-volume connections, Distributed Communications System (DCS) for small sites, and Audio Message Interchange Standard (AMIS) analog networking for light traffic and linkage to many vendors' voice mail systems.

Leaving a message can be faster, more secure and less expensive when your agency's voice mail systems are digitally connected. Digital networking records, stores and transmits voice messages as digital files from a caller in one location to a colleague on another voice mail machine—similar to two networked computers sending data files to each other. With digital networking, transmission time shrinks because messages can be sent over a 64 Kilobits-per-second (Kbps) line about four times faster than over an analog line. Through TCP/IP networking, messages can be sent at 10 megabits per second. Messages are sent out via economical data ports instead of more expensive voice ports.

Intuity FAX

Intuity FAX works with Intuity AUDIX to let you manage your voice and fax messages together from your telephone. Faxes and voice messages are delivered to a common mailbox, and you access both types of messages simultaneously from any touch-tone phone. You can print faxes at any fax machine or fax board, locally or remotely. This means you can get your faxes whether you're in the office, traveling or telecommuting. And like your voice messages, faxes remain confidential.

Intuity Message Manager

Intuity Message Manager allows you to visually manage your voice, fax and e-mail messages together on your PC screen, offering fast and easy access to messages and features on Intuity AUDIX, DEFINITY® AUDIX, Intuity FAX and Lotus Notes[2] e-mail. Soon other e-mail services will be added.

Operating in a Microsoft Windows[1] environment, Message Manager allows you to see at a glance all the names and numbers of people who have left you a voice message, fax or e-mail. With a computer mouse, you can point and click on an icon to view faxes and e-mail or hear voice messages in any order, save them as files on your PC, or annotate and forward them.

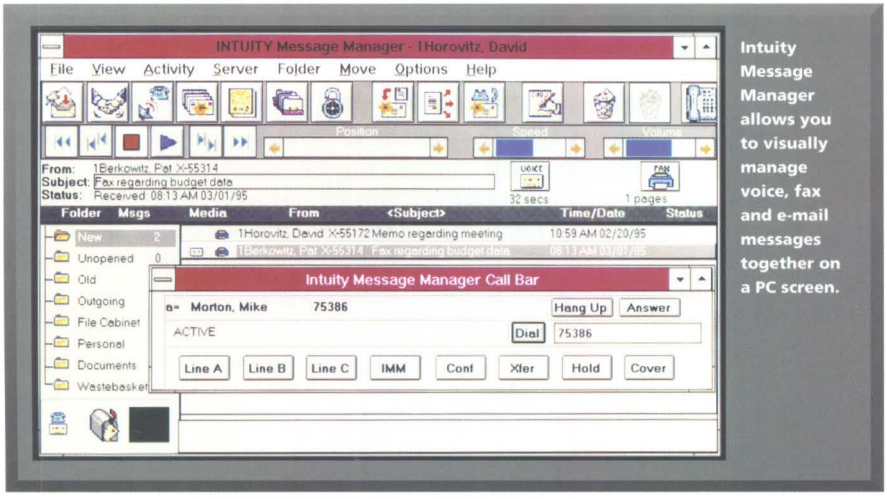
By linking to a local area network (LAN) server supporting Computer-Telephone Integration (CTI) interfaces like PassageWay® Telephony Services, Intuity Message Manager allows you to control telephone calls as they occur. You can launch, conference or transfer calls without leaving the messaging screen; and if you receive a call, a window opens on the screen to announce it, provide information on the caller and offer various call-handling options.

KATHIE KOENIG

Lucent Technologies' Rod Sheffield (left) and Steve Boston (far right) discuss Intuity™ messaging with Laura Berg and Ron Putek of the State of Maryland, at the recent ComNet '96 technology exposition in Washington.

Intuity Call Accounting System

Intuity™ Call Accounting System helps you better manage communications costs by gathering detailed records of your system's calling activity and processing them into reports. The reports provide detailed information on subjects like calling patterns, time spent on the phone, phone usage by department, and communications costs by extension, department and account code. ■



LUCENT TECHNOLOGIES

Intuity Message Manager allows you to visually manage voice, fax and e-mail messages together on a PC screen.

[1] Windows is a trademark of Microsoft Corp.
[2] Lotus and Lotus Notes are registered trademarks of Lotus Development Corp.

Enhance Customer Responsiveness with Intuity CONVERSANT

IF YOU WANT TO GIVE CALLERS MORE CHOICES AND MORE INFORmation when they contact your agency—without adding staff—consider the Intuity™ CONVERSANT® voice response system.

With Intuity CONVERSANT, your callers hear a prerecorded greeting, followed by instructions to use touch-tone telephone keys or voice commands to reach a certain department, order documents, access recorded announcements, request a fax, or obtain other information. You can also establish synchronous or asynchronous connections between the CONVERSANT system and your host computer, allowing callers to retrieve, modify and add information by interacting directly with a large database.

FPG INTERNATIONAL

The Intuity CONVERSANT system satisfies customers' demands quickly and efficiently, in many cases allowing them to receive the information they want any time of the day or night. As a result, the system can give any size government agency the coverage, reach and feel of a large enterprise.

Using the Intuity CONVERSANT system, you can tailor a voice response system to your special needs. For example, if you run a call center operation, the system can help you provide better service during peak calling periods. It can estimate and inform callers of their waiting time, offer options such as checking the status of an order, or invite them to leave a voice message for an agent instead of remaining on hold. Callers can even request an immediate callback from the first available agent or schedule a callback at the time of their choice.

The Intuity CONVERSANT system helps agencies serve a diverse population because it recognizes speech in multiple languages, including TDD—Telecommunications Devices for the Deaf.

"Productivity tools like Intuity CONVERSANT are especially critical today as agencies are shrinking staff and consolidating offices," said Lucent Technologies' Arlene Anderson, sales specialist, Business Communications Systems—Federal Markets Group. "And Intuity CONVERSANT's modular Multi-Application Platform, or MAP, protects agencies' investment because it's reliable, easy to service, and ready to accommodate changes in voice response technology."

The Intuity CONVERSANT system works with the DEFINITY® ECS and with System 25, MERLIN LEGEND®, PARTNER®, and other vendors' communications systems with analog ports. ■

CUSTOMER SNAPSHOT

THE CONVERSANT SYSTEM AT WORK

Customer: Single Agency Manager's Customer Support Center

JIM GARDNER

The Air Force's Chief Master Sgt. David Schellenger (left) and Staff Sgt. Earl Farrell at the Single Agency Manager's Customer Support Center.

The challenge: The Single Agency Manager's Customer Support Center provides trouble tracking support for PCs, software applications, LAN/WAN, command and control systems, and secure and nonsecure telephones for the Air Force and Army customers in the Pentagon and the greater Washington area. In the past, if the Center's representatives were all busy helping customers, overflow callers would get frustrated with a busy signal, or no one answering the phone in a timely manner.

The solution: The Center installed a CONVERSANT® voice response system.

The benefits: Now, when all representatives are busy, callers hear a prerecorded message that prompts them for the nature of their communications problem, then tells the approximate wait time and how many other callers are ahead of them. The caller can choose to remain on the line or leave a message for a representative.

The CONVERSANT voice response system provides reports on calling information, such as the average waiting time, allowing better scheduling and management of the Center. The system integrates with a MERLIN LEGEND® system today and will work just as well with Integrated Services Digital Network (ISDN) technology in the future. ■

Video Collaboration

Multipoint Control Unit and Group Video Systems

TEACH A CLASS IN SEVERAL DIFFERENT CITIES SIMULTANEOUSLY. SHARE PICTURES and computer applications with faraway colleagues, or conduct a face-to-face meeting with participants from around the country—without anyone leaving their office. ✱ With videoconferencing, you really can be in two (or more!) places at the same time—working productively and efficiently and making decisions more quickly. ✱ Lucent Technologies Visual Solutions® can help you spend less time traveling and more time collaborating. At the end of the day, you will have solved problems as a team—and you'll be heading home instead of heading for the airport.

Multipoint Control Unit
A multipoint control unit (MCU)—sometimes called a "bridge"—allows you to manage videoconferences among several locations. "We were the first to demonstrate a standards-based MCU giving people in more than two locations the ability to work on the same computer document while they simultaneously see each other and converse," said Lucent Technologies' Al Gargan, technical specialist, Business Communications Systems—Federal Markets Group.

Designed by Bell laboratories, the Lucent Technologies MCU offers:

Ease of use Easily integrate the MCU into existing networks through the DEFINITY® ECS or other vendors' digital PBXs—or connect it directly to a public or private network.

Reliability The MCU shares the proven reliability of the DEFINITY telecommunications architecture, which has been installed in tens of thousands of mission-critical applications worldwide.

Serviceability The MCU's modular design means you don't need major equipment upgrades to add capacity and features. In many cases, you can even perform maintenance while a videoconference is in progress—without interrupting service.

Investment protection through interoperability The MCU is based on the H.320 international standard, allowing you to hold a videoconference with standards-based group and desktop video systems regardless of the manufacturer. In addition, Lucent Technologies is the only provider supporting the ITU-T standard H.261 and the proprietary CLI H.CTX/H.CTX+ and PictureTel SG4 protocols all in the same MCU. Beyond videoconferencing, the MCU supports data collaboration using the T.120 standard.

Cost-effective growth You can support up to 64 ports on a single MCU—the largest port capacity in the industry. Or start with as few as four endpoints and add ports and feature functions as your needs grow.

Simultaneous four-location viewing
A new feature called CONTINUED ON NEXT PAGE

KATHIE KOENIG

Lucent Technologies' Mark Ayres demonstrates multipoint data sharing at the ComNet '96 technology exposition in Washington.

MultiPoint Control Unit

CONTINUED FROM PREVIOUS PAGE

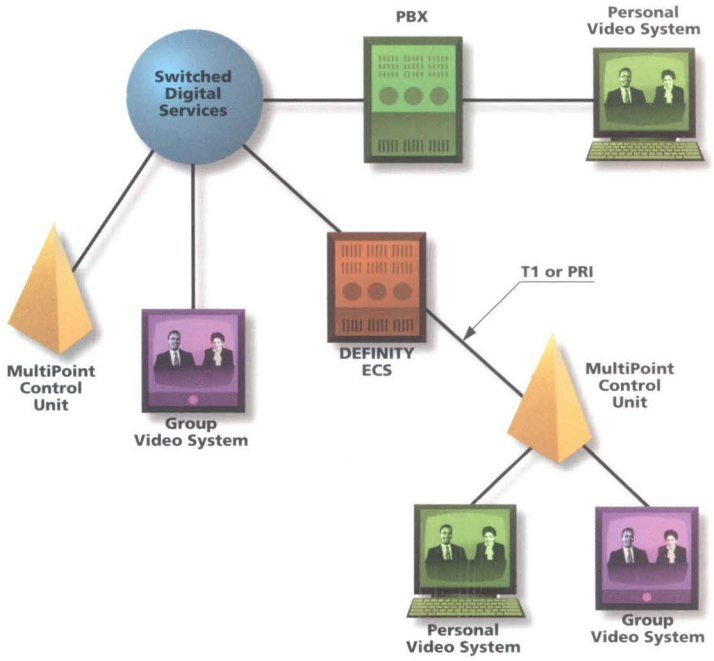
Continuous Presence allows up to four videoconferencing sites to be continually displayed in four quadrants on the monitor screens at each site. Previously, participants could view only one site at any given time.

KATHIE KOENIG

Enhance your videoconferencing experience by viewing four conferencing sites simultaneously with a MultiPoint Control Unit feature called "Continuous Presence."

Universal Conference Control This flexible, award-winning feature allows users to provide instruction to the MCU (for example, to control the video seen by all parties, drop an endpoint or perform a roll call of all endpoints) through either a touch-tone telephone or a PC graphical user interface.

Simplified scheduling An optional PC-based Conference Reservation System allows access from local and remote users concurrently. Administrators can: schedule meetings years in advance, automatically send conference reminders, generate usage reports, collect data for charge-backs, and display scheduling conflicts and offer alternatives. ■



ARTWORK BY MICHAEL GIBBS, BASED ON DIAGRAM BY LUCENT TECHNOLOGIES

Group Video Systems

LUCENT TECHNOLOGIES GROUP VIDEO SYSTEMS TURN ANY ENVIRONment, from small offices to large meeting rooms, into group videoconferencing rooms.

Flexible size—There's a Group Video System for any size meeting environment, from as few as three people in a small office to a group assembled in a large conference room or auditorium. Each system comes complete with a video camera, TV monitor, hardware that compresses video and audio signals so they can be transmitted inexpensively over digital transmission lines, and all the other electronics you'll need.

Versatile capabilities—Besides seeing and talking with conferees at other locations, you can display documents or slides, integrate computer-generated charts and/or PC-based documents into a presentation, and play or record videotapes.

Cost-effective set-up—When you use a Group Video System with a MERLIN LEGEND® system or a DEFINITY® ECS, virtually every office and conference room can be a video room. With building wiring in place and no need for dedicated access lines, installation and usage are less costly than dedicated access configurations. Furthermore, the system does not require special lighting or acoustics, and the mobile models each fit on a single cart, so you can wheel them around from room to room. ■

Office Communications Systems

A full range of advanced technology

YOU DON'T HAVE TO WORK IN A BIG OFFICE TO HAVE A sophisticated communications system. Lucent Technologies' MERLIN LEGEND® and PARTNER® product lines bring a full range of calling features and advanced technology to offices with as few as two telephones.

MERLIN LEGEND SYSTEM

The popular MERLIN LEGEND system serves Lucent Technologies customers in more than 50 countries around the world. It provides PBX features to offices with as few as four lines and offers wireless, voice messaging, and computer-telephone integration capabilities.

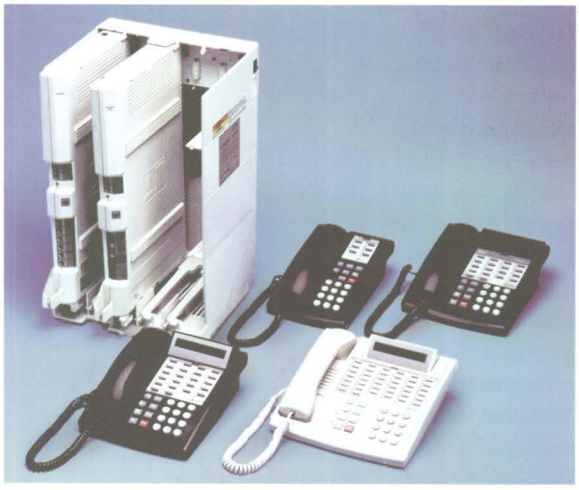
With the introduction of a new Basic Telephone Station Module, MERLIN LEGEND 4.0 has expanded its overall station capacity by more than a third. Now the system can accommodate as many as 200 telephones, depending on the configuration. "Expanded port and traffic capacities are examples of MERLIN LEGEND's hardware and software versatility and cost effectiveness," said Lucent Technologies' Patrick Everett, sales specialist, Business Communications Systems—Federal Markets Group.

Merlin Legend BRI

MERLIN LEGEND® BRI accommodates an ISDN Basic Rate Interface (BRI) connection to a local telephone company. ISDN—Integrated Services Digital Network—provides simultaneous transmission of voice, data and video services over a single line. A BRI connection represents an economical and efficient way of accessing ISDN technology. It allows interactive desktop video, group video meetings, faster data transmission and other digital capabilities.

"Office video boosts productivity because it increases collaboration among distantly located colleagues and work groups—without the time and travel expenses of traditional face-to-face meetings," Everett said. "Plus, a BRI connection allows heavy users of CENTREX to retain most CENTREX features along with the ISDN capabilities, assuring the best possible communications flexibility and functionality."

MERLIN LEGEND BRI delivers computer-telephone integration when used with PassageWay® Direct Connection (see article on page 12). Through special hardware and software that link each computer to a telephone, PassageWay Direct Connection passes a caller's phone number to a PC to search for the caller's file in a database. The PC screen "pops up" the caller's file if a match is found, providing faster access to caller records and enhancing personalized service.



LUCENT TECHNOLOGIES

The PARTNER family of products offers new telephone sets, each with a built-in speakerphone, an auxiliary port and an ergonomic layout.

PARTNER SYSTEMS

PARTNER®, PARTNER PLUS® AND PARTNER II® communications systems provide economical telecommunications support to businesses with two to 24 lines and up to 48 telephones. The versatile PARTNER family allows you to connect fax machines, answering machines and modems without dedicated lines or expensive adapters. It also offers wireless, voice mail and computer-telephone integration capabilities.

"With PARTNER systems, smaller government sites like National Park locations and rural post offices can enjoy the same communications features as much larger offices," said Lucent Technologies' Patrick Everett, sales specialist, Business Communications Systems—Federal Markets Group. Here are a few examples:

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■ The PARTNER II system offers line pooling, which allows phone lines to be grouped together so users access the first available open line from a single button. Since customers no longer have to dedicate a different telephone button for each line, they can assign those buttons to other PARTNER features, like speed-dialing and paging—or use telephone sets with fewer buttons.

■ PARTNER II also offers Call Park, which allows a user to "park" a call on one telephone and then retrieve it from any other telephone in the office by dialing a code. This gives government employees the mobility they need in today's busy work environments.

■ PARTNER II and PARTNER PLUS systems offer Simultaneous Paging, allowing you to communicate through your telephone system and overhead loudspeakers at the same time, instead of initiating two separate pages. And the Send All Calls function can eliminate the annoying ring of another call while you're on the phone by sending incoming calls to your voice mail.

■ The smallest PARTNER system, which is ideal for homes or offices requiring only two to four lines, offers a unique ring for each line, allowing workers to identify dedicated lines and ensure that every call is answered appropriately.

New PARTNER telephone sets

"We've recently demonstrated our commitment to the PARTNER family by introducing a new line of digital terminals," Everett said. All the telephones have built-in speakerphones and an auxiliary port for connection to devices like modems, fax equipment and answering machines. The sets also feature a new ergonomic layout with buttons contoured to the fingertips and keys grouped by function. Backlit displays reduce glare. Every phone has a quick-reference pull-out tray for easy review of features and frequently called numbers. ■

SECURE SETS AND SYSTEM

MANY AGENCIES REQUIRE "SECURE" COMMUNICATIONS THAT ARE safe from eavesdropping. "Secure" has several definitions in the government arena, and Lucent Technologies offers a range of products that conform to government standards.

MERLIN LEGEND Secure system

Would-be flies on the wall are no match for the MERLIN LEGEND® Secure communications system, which uses digital technology to meet U.S. government Telephone Security Group (TSG) standard #2. This means it does not transmit conversations outside of your protected space when phones are not in use.

The MERLIN LEGEND Secure system also discourages tampering with system components because the telecommunications administrator can use computer technology to audit the system and verify security.

Secure voice and data terminals

Lucent Technologies Federal Markets Group offers a number of on-hook secure telephones that conform to TSG standard #4. These phones are secure when they are not in use, and they can't be used as external listening devices. They work with System 25, MERLIN®, MERLIN LEGEND, and DEFINITY® communications systems.

In addition, we offer the MERLIN Secure Voice/Data Terminal, which combines the functionality of a MERLIN multiline telephone with that of a STU-III voice and data terminal. Instead of having two communications devices on your desk, now you only need one.

In the past, making a secure telephone call meant significantly compromising voice quality. That's not the case with the MERLIN Secure Voice/Data Terminal. The product works with STU-III secure phones

JOHN WHITMAN

Telephone sets for the MERLIN LEGEND Secure system

manufactured by Lucent Technologies and other vendors and is compatible with all MERLIN and DEFINITY communications systems.

ISDN security

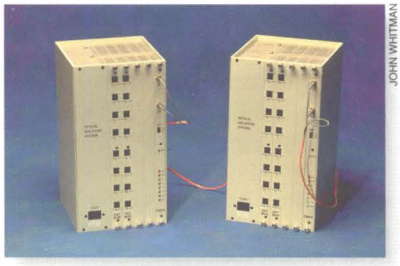
As the government moves into the world of digital communications, there is a need for on-hook security for agencies with Integrated Services Digital Network (ISDN) service or telephones working off their DEFINITY communications system.

LUCENT TECHNOLOGIES

8510 voice terminal

"In 1994, as part of AT&T, we were the first to market ISDN-compatible secure phones that conform to TSG standard #4," said Lucent Technologies' Ed Rainsberger, technical manager, Business Communications Systems—Federal Markets Group. These include the 8510 voice terminal and the 8510 and 8520 voice/data terminals.

To provide an additional measure of security, Lucent Technologies offers fiber-optic cables into and out of the secure area. This isolates the secure ISDN sets from metallic connections so an on-hook telephone does not transmit voice signals.


JOHN WHITMAN

An Optical Isolation System

Fiber optics for added security

For those special secure applications, Lucent Technologies offers Optical Isolation Systems for your regular and ISDN telephone lines. These systems provide protection to secured areas that might otherwise be compromised by metallic wire connections. Fiber-optic systems are less vulnerable to eavesdropping than systems with metallic interfaces to outside lines. ■

CUSTOMER SNAPSHOT

THE MERLIN LEGEND AND PARTNER SYSTEMS AT WORK

Customer: Jacksonville Naval Air Station

The challenge: The facility needed to upgrade its communications systems for several reasons. For example, there were not enough lines in some buildings to support the number of end users. There was no capability for voice mail, so the need for clerical personnel to take messages was high. And the base wanted to replace old, leased key equipment with Navy-owned systems. Lucent Technologies (then AT&T) competed with various other vendors to provide the equipment to the Navy and proved to have the most cost-effective solution.

The solution: Over the last four years, the Jacksonville Naval Air Station has installed more than 25 MERLIN LEGEND® and more than 50 PARTNER® communications systems.

The benefits: MERLIN LEGEND and PARTNER systems have significantly upgraded service in a variety of ways. For instance, they allow interoffice communications without using the switched network, and they accommodate sophisticated applications like voice mail. They provide for more efficient utilization of facilities through features like line pooling and allow easier system administration, because customers can make changes themselves without having to call a technician. Plus, with Lucent Technologies' service team, the base receives round-the-clock expert support for its mission-critical communications. ■

ServiceWorks

"A Network of Expertise"

PICTURE PERFECT

LUCENT TECHNOLOGIES PROVIDES TOTAL SUPPORT FOR YOUR voice, data and video communications solutions through ServiceWorks™—"A Network of Expertise." ServiceWorks supports you with on-site support teams, Customer Care Centers providing remote worldwide support, and offer families. Here are some examples of the services provided by our offer families:

System and Network Support Plans

Our System and Network Support Plans include **Service Agreements**, which extend the warranty on your communications system, protecting you against system failures. Lucent Technologies Service Agreements include a variety of valuable services at no additional cost, such as 24-hour telephone support from technical experts at our Customer Care Centers; remote monitoring and diagnosis of your system; on-site maintenance and repair services; help lines to provide quick answers to your questions; and protection from financial loss due to toll fraud if you follow our recommended security procedures.

If your agency has special needs that require maintenance and technician support beyond normal business day coverage, flexible options let you extend your coverage at an additional cost. You can also arrange for a dedicated on-site technician for the quickest response to your system troubles.

Integration, Consultation, and System & Network Management Services

If you want to off-load some of the management of your system, integrate a new application with existing hardware and software, or otherwise maximize uptime on a DEFINITY® Enterprise Communications Server (ECS), PBXs, Call Centers, PassageWay® applications or voice response and messaging systems, we're ready to help with integration, consultation and management services.

Integration and Consulting Services support the planning and design of your communications network and applications. They also add value to current technology. This may include human factors consultations on voice response systems, business consultation on Call Centers, and much more.

System and Network Management Services help you manage your communications network and systems and ensure optimum reliability and performance. This may include Systems Management ASSIST Service®, Voice Network Management ASSIST Service, and Voice Response ASSIST Service.

Training Services

Lucent Technologies has a series of innovative and cost-effective training solutions to meet the special needs of government customers. Our programs use sophisticated training methods and media to transfer knowledge—at your location or ours.

We can design special training programs to your specific equipment, service and user needs. We'll tailor the training to your budget, using instructors, video training, interactive multimedia CD-ROM instruction, or self-paced learning.

For example, you might select our full range of videotape training programs that help users learn without leaving the office. Video training also provides a valuable reference for review and a time-saving method for training new employees.

If you prefer, your employees can take advantage of our instructor-led classes, including popular courses like *Voice/Data Telecommunications Today,* an overview of concepts, terms and connectivity; *ISDN Overview and User Training,* an overview of ISDN (Integrated Services Digital Network) terms, features and operations; *Understanding Emerging Markets and Technologies,* an overview of Lucent Technologies' visual communications, wireless systems, and Intuity™ messaging system; and *Toll Fraud Administrative Training,* steps you can take to protect your systems against long-distance fraud.

Video Support Services

The ServiceWorks offer families support your video networking products with an extensive array of services. Among these are end-to-end video network design, provisioning, applications integration and testing, PBX software engineering services, and service agreements.

FRED SMITH ASSOCIATES

Lucent Technologies' Alice Brown uses Systems Management ASSIST Service to manage customer PBXs.

NetCare Data Networking Services

Service Works also encompasses NetCare® data networking services, which provide a full range of support for the MultiMedia Communications eXchange (MMCX) server, as well as for data networking products from Bay Networks and other vendors. Support for multivendor networks relieves you of the burden of coordinating service from several sources—one call to Lucent Technologies takes care of it all.

NetCare Maintenance Services are a part of the System and Network Support Plans that provide a flexible set of repair and maintenance options built around the response time you need to support your mission-critical operations.

NetCare Integration Services help you design, engineer, configure and install your MMCX or data networking solution.

NetCare Consulting Services help you design, plan and implement multimedia network infrastructures.

NetCare Network Management Services transfer the day-to-day responsibility for data and multimedia network performance from your shoulders to ours—even if your equipment is from multiple vendors.

Protecting Your Systems Against Fraud

We'll help you make your telecommunications systems less vulnerable to hackers and "tele-crooks" with a variety of tools and information:

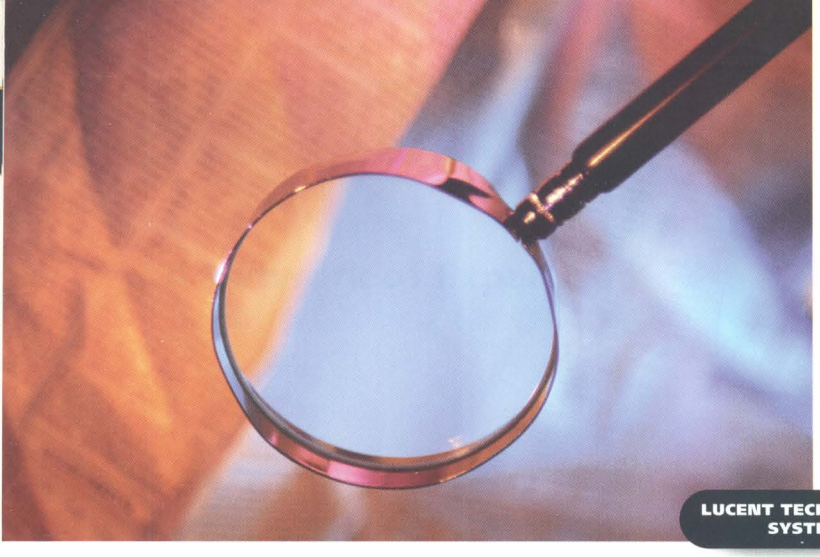
The *Toll Fraud Awareness* videotape discusses subjects like hacker access techniques, as well as prevention and early detection of toll fraud. You can order the tape from the *BusinessWorks™ Direct Catalog* for $95 by calling 1 800 451-2100.

Classroom training helps government system administrators recognize hacking techniques and take advantage of world-class security features on Lucent Technologies systems.

Security Audit Service will analyze your communications system and recommend ways to minimize unauthorized use. This fee-based consultative service provides a security evaluation by a special team of Lucent Technologies technical experts. It can analyze the DEFINITY® ECS and the System 75 and 85, Dimension® and AUDIX® systems. Customers who use this service receive a free copy of the *Toll Fraud Awareness* videotape.

Service agreements provide a variety of security-related benefits, such as:

- Expert System Screening Service, which automatically screens Systems 75, 85, DEFINITY ECS and AUDIX systems for some potential security risks,
- Fraud Intervention Service, providing round-the-clock expert assistance when you suspect toll fraud is occurring,
- Indemnity against phone system fraud when you follow certain guidelines. ■



PRODUCTS & SERVICES

at a glance

LUCENT TECHNOLOGIES SYSTEMS | **NON-LUCENT TECHNOLOGIES SYSTEMS**

KEY ● = Application works with the listed system
○ = Application does not work with the listed system

	DEFINITY®	MERLIN LEGEND®	PARTNER®	CENTREX	Northern Telecom	Selected Other Systems
MULTIMEDIA INFRASTRUCTURE						
MultiMedia Communications eXchange (MMCX) Server	●	○	○	●	●	●
INTERNETWORKING SOLUTIONS						
Bay Networks Data Networking Products	●	●	●	●	●	●
ADVANCED WIRELESS SYSTEMS						
TransTalk™ 9000 Digital Wireless System	●	●	●	○	○	○
DEFINITY® Wireless Business System	●	○	○	○	○	○
DEFINITY® Cellular Business System	●	○	○	○	○	○
COMPUTER-TELEPHONE INTEGRATION						
PassageWay™ Direct Connection for PC-based communications	●	●	●	○	○	○
PassageWay™ Telephony Services for LAN-based communications	●	○	○	○	○	○
Call Visor™ ASAI for mainframe-based communications	●	○	○	○	○	○
MULTIMEDIA OFFICE MESSAGING						
INTUITY™ AUDIX® voice messaging	●	●	○	●	●[1]	●
INTUITY™ Message Manager	●	●	○	●	●[1]	●
INTUITY™ CONVERSANT® voice response system	●	●	●	●	●	●
PARTNER® Mail	○	○	●	○	○	○
VIDEO COLLABORATION						
MultiPoint Control Unit (Also connects directly to public and private digital networks)	●	○	○	●[2]	●[3]	●[3]
Group Video System	●	●	○	●	●	●[4]
SECURE SETS AND SYSTEMS						
MERLIN LEGEND® Secure System	○	●	○	○	○	○
Telephone Security Group (TSG) voice terminals	●	●	○	●	○	○
MERLIN® Secure Voice/Data Terminal (STU-III)	●	●	○	○	○	○
ISDN-compatible TSG voice terminal	●	○	○	●[5]	○	○
ISDN-compatible TSG voice/data terminals	●	○	○	●[5]	○	○
TOLL FRAUD PREVENTION						
Toll Fraud Awareness videotape	●	●	○	○	○	○
Security Audit Service (Also available for Lucent Technologies System 75, 85 and Dimension® PBXs, AUDIX® Voice Messaging and AUDIX® Voice Power)	●	○	○	○	○	○
NETWORK MANAGEMENT						
DEFINITY® Fault Management	●	○	○	○	○	○
PAGING SYSTEMS PagePac® system	●	●	●	●	●	●
SERVICEWORKS™						
Service Agreements	●	●	●	○	●[6]	●
Integration Services	●	○	○	○	○	○
Consultation Services	●	○	○	○	○	○
System and Network Management Services	●	○	○	○	○	○
Training Services	●	●	●	○	○	○

1 Only available with certain Northern Telecom systems.

2 Centrex is defined as a vehicle providing connectivity to a CO/IXC or public digital network.

3 The MCU works with other vendors' digital PBXs.

4 Certified systems information can be obtained by calling the Video Technical Center at 1 800 VIDEO GO, prompt 3.

5 Works with certain types of central offices.

6 Some Northern Telecom systems may be supported in some areas under the Service Protection Plan (SPPIII).

PHOTO BY PHOTODISC, INC.